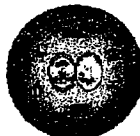


Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



2013-71-WS
241971

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Complaint Form

Print

Date: _____

Complainant or Legal Representative Information: * Required Fields

Name * Ken Bozeman
Firm (if applicable) B-2 Holdings LLC
Mailing Address * PO Box 10307
City, State Zip * Rock Hill S.C. 29731 843-886-5582 Phone * _____
E-mail * kbozeman@comcast.net

Name of Utility Involved in Complaint: * Utilities Inc/ Carolina Water Service Inc

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☐ Other (be specific) Started to charge additional waste water collection charges in Oct. 2012 without notice and arbitrarily.

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Chad Campbell and Will Morgan

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)
Carolina Water started to charge 3 SFEs in Nov. 2012 on account ... although that meter recorded 980 gallons used in Nov., 990 gallons in Dec. 2012, 1040 gallons in Jan. 2013 and 810 gallons in Feb. 2013. The company has also increased the SFEs on account ... to 3. In the past they have charged only 1 SFE per account. I contacted the office of regulatory staff about this issue and was told that 1 SFE is 400 gallons per day or approx. 12000 gallons per month but the company can charge more depending on the type of business in these buildings. Chad Campbell seemed to defend Carolina water inc. and not consider the customer. He said that I would not like the sewage to back up and that by charging more collection fees Carolina Water would be in better position to service the area. If Carolina Water is worried about insufficient capacity, they should build bigger facilities or not take on new customers. Water and sewage charges should be based on how much water is used and treated. I have checked other water departments and have found they do not charge these collection fees. All these additional fees only add profit to the bottom line with no increase in cost. It seems that the company does not need to increase prices if they can just come up with another fee. I am shocked that the PSC would go along with this increase in cost to the businesses in York County therefor I am filing this complaint.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I would like the SFEs to go back to 1 per account and only charged when a meter reads more than 12000 gallons per month or a percentage of that quantity.

RECEIVED

FEB 26 2013

PSC SC
MAIL/DMS

STATE OF SOUTH CAROLINA)
COUNTY OF York)

VERIFICATION

I, B-2 Holdings LLC verify that I have read my complaint filed on 02/25/2013
Complainant's Name * Date *

and know the contents thereof, and that said contents are true

[Signature]
Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	